



COVID-19

City of Grand Rapids Commission Briefing
April 7, 2020

DRAFT



Purpose

Provide update on City of Grand Rapids COVID-19 efforts related to:

- Response
- Recovery

COLLABORATION

Kent County Health Department

Federal Government

Local nonprofit partners

State of Michigan

Local business partners

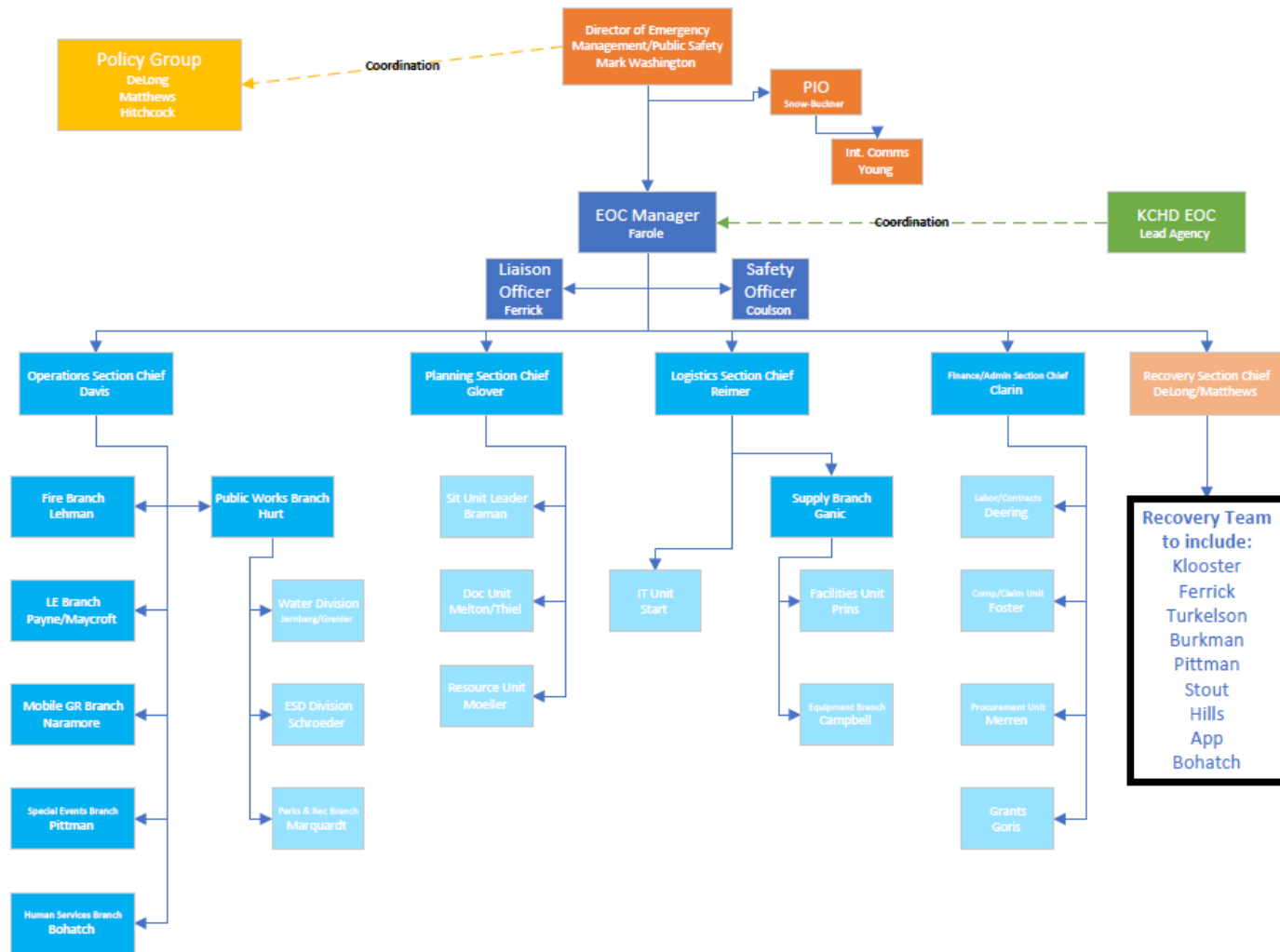
Local municipalities

Community organizations



GRAND RAPIDS COVID-19 EMERGENCY OPERATIONS CENTER (EOC)

1. Federally supported, State managed and local executed
2. EOC planning began February 28
3. Full EOC activation on Thursday, March 12
4. Daily briefings and coordination with Kent County Health Department
5. EOC Objectives:
 - Provide for the safety and welfare of community members and response personnel
 - Isolate and contain the spread of disease from infectious individuals
 - Continue to provide essential services
 - Maintain timely, consistent, and accurate public messaging



COVID-19 US Statistics

As of April 7th

Total Cases: **367,719**

of which **8983** in severe condition

Deaths: **10,955**

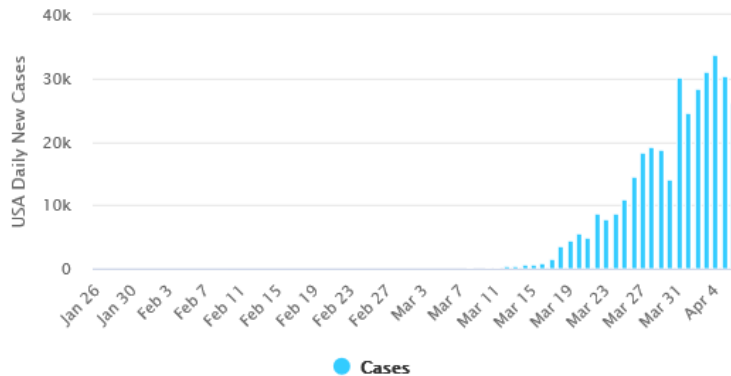
Deaths/ Total Cases: (3%)

Recovered: **19,814**

Recovered/ Total Cases: (5%)

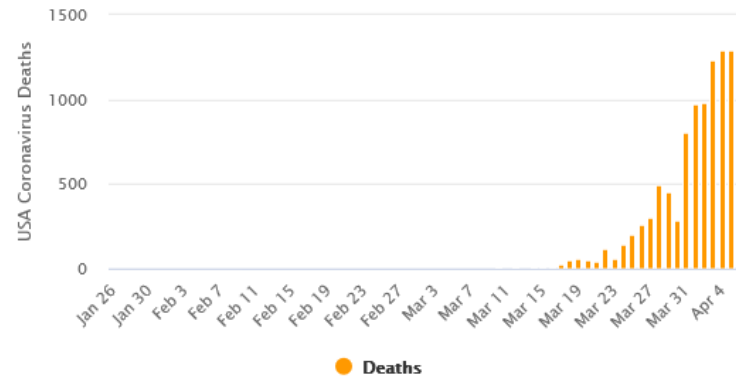
Daily New Cases

(Cases per Day)



Daily Deaths

Deaths per Day

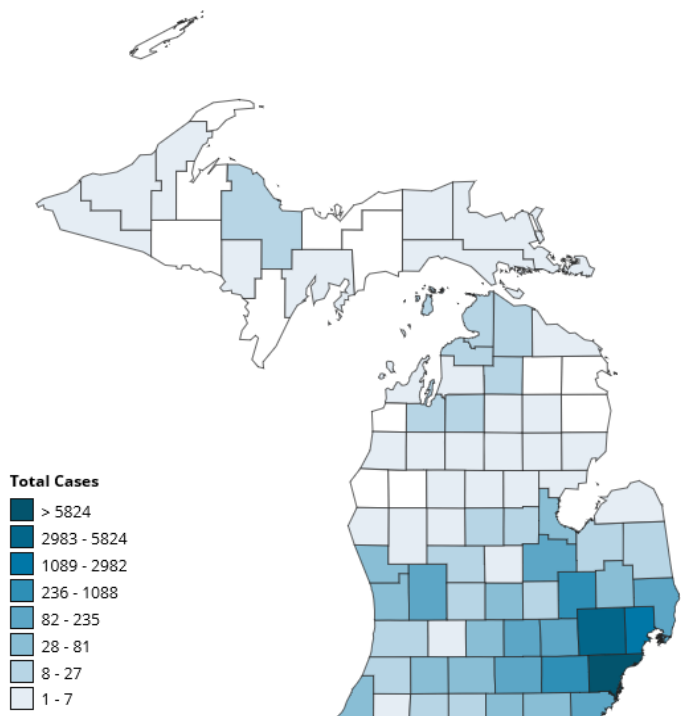


COVID-19 State of Michigan Statistics

As of April 7th

WHERE WE STAND WITH COVID-19

The State of Michigan is working around the clock to test and treat COVID-19 patients. Below is the most recent data healthcare experts across the state have compiled. It is updated daily.



Total Confirmed Cases

17,221

Total COVID-19 Deaths

727

Daily Confirmed Cases

1,503

Daily COVID-19 Deaths

110

Updated 4/6/2020

[SEE CUMULATIVE DATA](#)

COVID-19 Kent County Statistics

As of April 6th

Kent County Data

Updated April 6, 2020

Tests Submitted	595
Pending Tests	100
Presumptive Positive Tests	177
Negative Tests	318
Number of Deaths	5

The background of the slide features a microscopic image of cells on the left side, rendered in shades of blue and green. In the upper right corner, there is a small, circular, textured object that resembles a virus particle, also in blue and green tones. The overall background is a solid blue gradient.

Response

City Services Operations

City Manager COVID-19 Administrative Orders (AO)

- **AO 2020-01: Continuity of Essential City Services (3/17/20)** - provided initial guidance on scaling back/modifying operations and increasing workforce flexibility to minimize person-to-person contact
- **AO 2020-02: Water Shut-Off Policy (3/17/20)** - provided specific guidance to suspend shut-offs and restore service through April 30, 2020
- **AO 2020-03: Continuity of Essential City Services During Stay at Home, Stay Safe Period (3/23/20)** - expanded changes to operations outlined in AO 2020-01, extended dates and clarified definition(s) of essential services
- **AO 2020-04: Personnel Leave and Return-to-Work Procedures (4/1/20)** - provides specific guidance on employees returning to work after potential or confirmed exposure, and outlined the City's application of the Federal Families First Coronavirus Response Act (FCCRA) leave provisions
- **AO 2020-05: Personal Protective Equipment (PPE) (4/3/20)** - provides guidance to employees and supervisors on acquisition and the appropriate use of PPE based on the nature of work

COMMUNICATIONS Public Information Officer (PIO)

External

- Media outreach in English and Spanish – releases, interviews, FAQs
- Community outreach in English and Spanish – direct email, social media, FAQs
- Video messages with closed captioning in English and Spanish
- COVID-19 information hub on City website
- Talking points for Customer Service and other messengers

Internal

- One-stop digital workplace and information hub for employees
- Video messages on administrative changes, HR updates and FAQs
- Q&A blog by HR team
- Phone line with daily messages from Human Resources

Response for Services

Community and social services – food and shelter, bill pay assistance, cybercrime support, other resources

- Call 211 or 800.887.1107
- Visit hwmuw.org

City services – Trash, recycling, water, City bill pay, other government services

- Call 311 or 616.456.3000
- Visit grandrapidsmi.gov

Emergency services – Police, fire, paramedics

- 911

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- Twitter – [CityGrandRapids](#)
- Instagram – [CityGrandRapids](#)
- Nextdoor – [City of Grand Rapids](#)

POLICE

- Instituted altered patrol schedule so officers work 84 hours (seven consecutive 12-hour shifts) and then have 14 days off to stop the spread of COVID-19
- All members have N95 masks, eye protection, and latex gloves. Calls assigned to patrol officers are screened with social distancing now a “tactical” decision when approaching complainants, victims, and witnesses; officers are also using cell phones to interview complainants
- GRPD instituted mandatory health screening for all employees/visitors coming into the police department as well as those who are arrested (temperature, coughing, etc)
- Public access is limited with screening of all visitors coming into the lobby through an intercom system
- Dedicating Homeless Outreach Officer

FIRE

- Fire and Police unit to support shelter communication and homeless interactions
- Assisting logistics and procurement with personal protective equipment (PPE)
- Assist with homeless sheltering density reduction and inspections of alternate care facilities

CAD 911 Incident Summary

March 12, 2020 through April 4, 2020

Total 911 Incidents	7,429
Total Possible COVID-19	404
GRPD 911 Incidents	5,476
GRPD Possible COVID-19 Incidents	52
GRFD 911 Incidents	1953
GRFD Possible COVID-19 Incidents	352

311 Data Summary

GR311 Info March 12 – April 6, 2020

- 14,305 Interactions (6% decrease in calls)
- 3,100+ COVID-19 Related Inquiries
 - Water Shutoff
 - How to pay bills-water, refuse cart, income tax
 - Transportation
Rapid/DASH/meters/residential parking
 - Food Security Questions
 - 211 transfers

Stay Home, Stay Safe Reports

- Review Process-311/Code/PD/FD
- 122 Complaints
- 94 Business Operating/Open
- 14 Parks/Parties/Individuals
- 4 Construction Companies

Human Services

- Homelessness Services Coordination – Coalition to End Homelessness
 - Holding check-in calls 2 times per week with shelter and housing services providers to:
 - Discuss agency operations and protocols - Troubleshoot with KC Health Department and City
- Coordinate agency PPE and supplies requests to provide to Kent County EOC
 - Shelter and Isolation for Homeless Singles and Families
 - Changes made in facility at Mel Trotter Ministries to increase bed capacity while adhering to limitations on assemblage capacity and 6 foot social distancing requirements.
 - Guiding Light Ministries operational as isolation for singles; and United Way supported funding to secure 10 housing units (5 single family and 5 hotel) for isolation for families

Human Services

- Fire/Police Homeless Street Outreach Team
- Food Access Coordination – Kent County Essential Needs Task Force (ENTF) Food and Nutrition Coalition
 - Holding check-in calls 2 times per week with pantry and food distribution services providers
 - Coordinate communication of distribution locations and hours and changes
 - Facilitate communication among agencies for needed foods and supplies, including corporate donations

OPERATIONS

Parks (rotation)

- Focus around the need to balance resident's physical and mental health needs while also balancing the public health emergency in front of us
- Federal, State, and local health operators of public amenities are restricting access to common touchpoint amenities
- Parks is posting warnings, closures and restricting access to the following Grand Rapids Parks and Recreation amenities:

Closed Until Further Notice	
Picnic shelters and picnic tables	Bike polo courts
Futsal courts	Skateboarding features
Tennis courts	Grills
Pickleball courts	Softball fields
Basketball courts	Disc Golf
Playgrounds	Restrooms
Soccer fields	Splash pads and Pools
	Drinking fountains

Open With Warnings
All Parks
Dog Parks
Trails

OPERATIONS

Mobile GR/Transportation (rotation)

- DASH service suspended and Rapid running reduced service
- Suspended metered parking enforcement and residential parking permit infractions, shifted focus to safety violations
- Implemented temporary 15-minute parking zones to support pick up and drop off for local businesses

Water (rotation)

- Suspended CUT-OFFs and late fees for non-payment through April 30
- Restored water service to occupied properties previously off for non-payment
- Maintaining operations and services in accordance with regulatory requirements

Code Compliance (rotation)

- Continue to address hazardous complaints (such as unsecure properties) and conduct limited Trash Reduction Program operations to address nuisance issues
- In partnership with 311, PD and Fire to respond to complaints of non-essential business operation (Stay Home, stay Healthy)

OPERATIONS

Special Events

- All special events scheduled through April 13, 2020 have been cancelled/rescheduled
- Supplying tents, crowd control fencing, stanchions, tables, and chairs to Cherry Health - Heart of the City Center and Cherry Health - Southside Health Center
- Running “Show Your Colors” and *#stayathomechallengeGR* social media campaigns including blue bridge lights (red, white, and blue)

Environmental Services Dept (rotation)

- Laboratory making and packaging our own disinfectant wipes using CDC guidance with bleach concentration
- Maintaining operations and services in accordance with regulatory requirements

Department of Public Works (rotation)

- Suspended all crews performing non-emergency work such as concrete and trench repairs but other street maintenance operations continue
- Materials Management (Trash, recycling, bulk, yard waste beginning April 6) services continue to be delivered

LOGISTICS

Facilities (rotation)

- Facilities continue to maintain operations to keep facilities operating as needed
- Delivery vehicles and equipment prepped and ready for service if needed
- We are able to maintain our fleet to support normal operations

IT

- IT infrastructure remains secure and able to accommodate all operations
- Accommodations have been made to support teleworking for staff
- Configuring WebEx Meetings and Events for public meetings

Supplies (rotations)

- Working with all suppliers and the State Emergency Operations Center (SEOC) to continue procuring required supplies
- PPE shortage is a national emergency
- Need to be intentional in monitoring PPE use due to the limited supply
- Currently we have enough supplies to meet our needs
- Critical issue remains the availability of PPE

Finance And Administration

- HR MOUs in place with Unions – shift rotation, leave benefit, Emergency Family Medical Leave Act (EFMLA)
 - PPE provided to all employees per requirements of position activity
 - Key workforce highlights (assignments change daily):
 - 40% Telework
 - Redeployed Staff
 - Rotating Shifts
 - Talent Pool Employee
- Tracking illness occurrence of City Employees to mitigate outbreaks that would affect delivery of critical services

Finance And Administration

- AP/Payroll/Procurement
 - City Manager special emergency purchasing authority
 - Leveraging master agreements to the greatest extent possible
 - Tracking labor and nonlabor expenses in ERP System with activity codes
 - Assigned point person to manage possible grants and relief opportunities City-wide
- Budget
 - Fiscal Plan presentation April 28th
 - Economic recovery efforts being considered
- City Attorney
 - Very complex and frequent legal interpretations required of Federal, State and local laws

HR/SAFETY

- Personal Protective Equipment (PPE)

City Manager Administrative Order AO 2020-5 issued April 3, 2020

“Public Facing” and “Non-Public Facing” Workforce Assessment

Sorting, Packaging and Delivery of PPE to worksites

- Worksite Reporting and Return to Work Procedures

City Manager Administrative Order AO 2020-04 issued March 30, 2020

- Workers’ Disability Compensation Emergency Rules

Presumption that a First Response Employee suffering a personal injury resulting in a diagnosis of COVID-19 whether by a physician or positive test will be considered work related



Recovery

- Individual Assistance
- Business Assistance
- Staff Recovery Team



The Private-Public Partnership

Experience Grand Rapids, the Grand Rapids Chamber and The Right Place, Inc. convened the coalition aimed at making critical information more accessible to all area businesses and their employees. Coalition members include Asian Pacific American Chamber of Commerce (West MI), City of Grand Rapids, Downtown Grand Rapids, Inc., Grand Rapids Urban League, Kent County, National Business League, Inc., West Michigan Hispanic Chamber and West Michigan Works!

<https://www.covidwm.org/>

Briefing Documents

┌ Federal and State Recovery Assistance

┌ City and Local Recovery Considerations

Emerging Issues

- Emergency Purchasing Authority
- Digital Divide
- Potential Recovery Fund
- Equitable Outcomes
- Potential Fee Offset/Reduction Options and Consequences
 - Monthly Parking and Other Parking Charges
 - Special Event Fees
 - Refuse rates
 - Building and Trade Permit Fees
 - License Fees

QUESTIONS

